

Figure 1

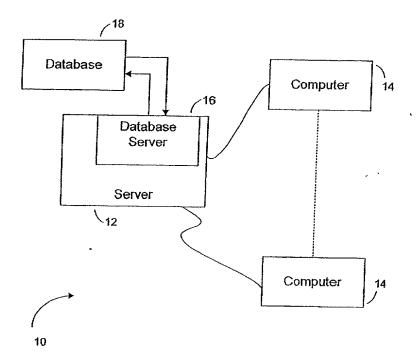


FIGURE 2

## 3/12

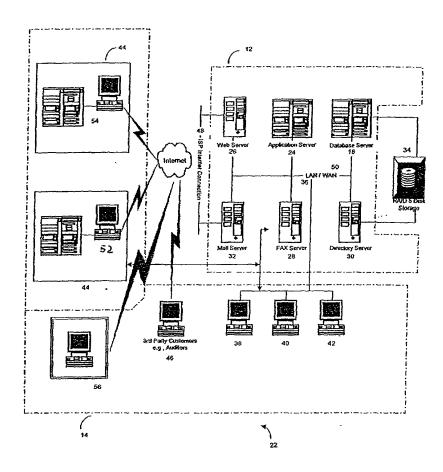


FIGURE 3



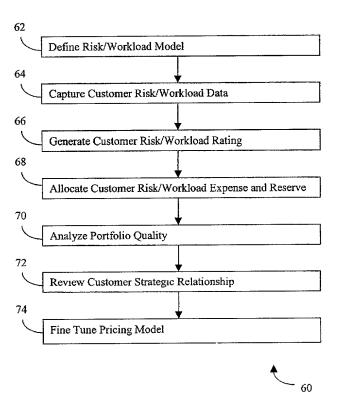


Figure 4

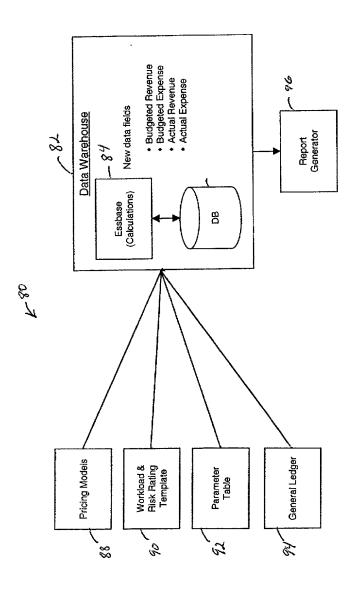


FIGURE 5

That I had then said to make the field to their mate to the free party of the field to the field

|--|

FIGURE 7

Page35 of 36

				<del></del> ,
Work/ Risk	Mod/High	Hıgh/High	Mod/Low	Mod/Mod
Risk	2.50	2.03	09:0	1.80
Workload	1.90	2.13	1.50	1.67
Client Regs.	0.80	1.30	0.50	1 00
Coll. Monitoring	2.45	2.55	2.00	2.00
Deal	Steel Co.	Paper Co.	Drug Co.	Lumber Co.
Acct. Mgr.	Smith	Jones	White	Black
Region	凹	MW	Ø	w

Figure 11

220

## Strategic Relationship Review

Customer Name: Maturity Date:		Account Manager:	
Goals	Specific Objectives	Achievements	Assessment*
Customer Visitation Determine visitation schedule & objectives			
Senior Management Contact Determine serior management caling strategy & objectives.			
Value Added Services Plans for cross selling other GE / GE Capital products & services	•		
Opportunities For Performance Based Pricing Determine whether a performance based pricing strategy is appropriate	• • •		
Flexibility in Structure / Reporting Determine whether increased flexibility is warranted due to improved linancial & collateral performance	•••		
Incremental CV\$ Identify opportunities to generate incremental CV\$ through WAM less, contract extentions & incremental new business.			
Responsiveness Outline customer requirement & establish objectives to metrexced expectation.			
Retention Strategy understand Quetom CTQ's & develop strategy to retain customer.			
Overall Performance Rating Did Not Meet Expectations  2 3	Exceeded Expeciations 4	Performance Assessment is The Responsibility Of The Region Manager & Portolio Manager With Input From The SCO Where Appropriate	ne Responsibility Of The anager With Input From The

FIGURE 12 C